

7 POTS business, is?

8 A. I believe our head count is right around 200.

9 Q. And during the period of time that the LISC has
10 been operating, what have been the hours of operation?

11 A. I am not sure I understand.

12 MR. KOLTO-WININGER: The regular business hours
13 or time the people are actually entering orders?

14 MR. McDONALD: Q. What time are people there
15 regularly working at the LISC, from the time they commence
16 operations? Is it a seven-days-a-week, 24-hour day
17 operation; is it a five-day-a-week, 40-hour operation? .

18 A. Seven days a week.

19 Q. Has that been true since December of 1995?

20 A. No. We went to seven days a week around the
21 first of October of 1996.

22 Q. It's not a 24-hour-a-day operation, though?

23 A. No.

24 Q. Do you know generally what the hours of
25 operation have been, seven days a week?

0059

1 A. 7:00 a.m. to 11:00 p.m., with modified hours on
2 the weekends.

3 Q. Modified, meaning shorter on the weekend?

4 A. Yes.

5 Q. Is it a full day on the weekend or half day?

6 A. Full day.

7 Q. So is that 8 to 5, 8 to 4, or something like
8 that?

9 A. Normally, 7 until 6 or 7 at night, on average.

10 Q. During those hours, that's when orders are
11 processed; is that right?

12 A. Yes.

13 Q. In terms of responding to customer inquiries and
14 interacting with the CLC requests, what are the hours for
15 that function?

16 A. Monday through Friday, 8:00 a.m. to 5:00 p.m.

17 Q. Now, if there is an issue that CLC believes
18 needs to be addressed and it occurs after 5:00 p.m. on a
19 weekday or on a weekend, is there an avenue of interaction
20 where the CLC can communicate with the LISC?

21 A. Yes, there is an avenue.

22 Q. What is that?

23 A. Through the expedite escalation process. Excuse
24 me, I'm sorry. The avenue would be through the
25 maintenance group in Pasadena.

0060

1 Q. But if the issue was trying to locate an order
2 that had not yet been processed, would the maintenance
3 group be able to respond to an inquiry like that?

4 A. They would normally respond by advising the CLC
5 to call back within normal business hours to the LISC.

6 Q. Is the maintenance group called the ISC?

7 A. Yes, it is.

8 THE WITNESS: Can we take a two-minute health
9 break?

10 MR. McDONALD: Sure.

11 (Recess taken.)

12 MR. McDONALD: Q. In your position at the LISC,
13 you are familiar with the processes that are used by the
14 employees to process an order that comes from the CLC, so
15 that a resale end user is migrated; is that right?

16 A. Yes.

17 Q. What I'd like to do is walk you through what
18 that process is, and I will give you -- try to give you a
19 hypothetical, and you can tell me if this is a
20 hypothetical you can work with.

21 Assume that it's a business customer, okay,
22 three locations, okay?

23 A. Uhm-hum.

24 Q. 10 lines, two hunt groups --

25 MR. KOLTO-WININGER: I am just going to write
0061

1 this down so she can see it.

2 MR. McDONALD: Sure, that's fine.

3 MR. KOLTO-WININGER: You can even verify my
4 notes.

5 MR. McDONALD: I wouldn't want to look at your
6 attorney work product.

7 Q. Call forwarding, three Yellow Pages listings and
8 three White Pages listings. You've digested those
9 characteristics for a customer? Is that a realistic
10 hypothetical customer?

11 A. Yes.

12 Q. In your experience, both at the LISC and

15 Let's talk about -- what systems do you use to

16 process an order such as this?

17 A. To process an order in general, what systems?

18 Q. Right. If you -- if this order was submitted to

19 the LISC, to migrate, what systems does Pacific Bell use

20 to accomplish that migration order?

21 A. Probably a hundred different systems.

22 Q. And do you know what they are?

23 MR. KOLTO-WININGER: Do you know what they are?

24 THE WITNESS: Not all of them, no.

25 MR. McDONALD: Q. What are the principal ones?

0063

1 A. SORD, BOSS, LMOS.

2 Q. Can you spell that last one?

3 A. L-M-O-S.

4 That's a very difficult question to answer. In

5 general, there are lots and lots and lots of systems that

6 the order goes through.

7 MR. KOLTO-WININGER: Off the record for a

8 second.

9 MR. McDONALD: Uhm-hum.

10 (Discussion off the record.)

11 MR. McDONALD: Back on the record.

12 Q. So we are talking about this hypothetical end

13 user who's asked to be migrated to a CLC through NDM, the

14 LISC has received an order to migrate that hypothetical

15 customer, and you have testified that, essentially, a

16 sheet of paper will appear at the LISC; is that right?

17 A. Yes.

18 Q. How does that sheet of paper appear, what causes
19 that to appear?

20 A. When a CLC transmits an order to the LISC, the
21 order comes to the LISC via NDM, and there are two options
22 for that order to come in. It comes in on line and
23 through CLEO, through the Cesar system, or it will come in
24 via paper, printed out on the NDM.

25 Once we receive the order, we take the order to

0064

1 the command center, which is the hub of the LISC, track
2 the order into our tracking system, so the order is
3 logged.

4 Q. Okay. I'm sorry to interrupt but maybe we can
5 take it in steps.

6 You said that when something comes in NDM, it is
7 one or the other, it's either printed or it's online?

8 A. It comes in online and it also downloads to a
9 print.

10 Q. All NDM orders are both online and paper?

11 A. Yes.

12 Q. And then Pacific's -- someone at the LISC takes
13 the paper and takes it to the control hub; is that what
14 you called it?

15 A. Command center.

16 Q. And is anything done with the online
17 information?

18 A. Not at that point.

19 Q. So the paper is taken to the command center
20 where it is essentially locked in. Is that how a tracking
21 system is created?

22 A. Yes.

23 Q. Do you assign a number to the order? How does
24 it track?

25 A. We track it by a PON number from the CLC.
0065

1 Q. That's Purchase Order Number?

2 A. Yes.

3 Q. Each CLC assigns a PON to his order, and then
4 that's the number that Pacific assigns to it to keep track
5 of it?

6 A. Yes, we track the incoming PON and the
7 incoming -- what is referred to as BTN, which is Billed
8 Telephone Number. In this case, because it's a business,
9 there would be one BTN with several lines underneath, and
10 we track by the BTN, which is the main number.

11 Q. In some instances you track by PON, and in other
12 instances you track by BTN?

13 A. It depends upon who we are talking to about the
14 order. If we are talking to the CLC, we talk in PON
15 terminology; if we are talking internally, we can talk in
16 terms of a PON or a BTN.

17 Q. Do you know why a PON was chosen for a method of
18 tracking when dealing with CLCs?

19 A. It was chosen by the CLCs.

20 Q. The PON is the PON number assigned by the CLC?

23 A. Yes.

24 Q. Is that the sole function that those six or

25 seven people perform?

0067

1 A. Yes.

2 Q. What system do they use to -- what system is

3 used to track the PON or the BTN?

4 A. The LISC Tracking Database.

5 Q. Is that referred to as LTD?

6 A. Yes.

7 Q. Who has access to that?

8 A. LISC personnel.

9 Q. That's not available to CLCs?

10 A. No.

11 Q. What information is available on the LTD?

12 A. The PON number, the telephone number --

13 Q. Is that the BTN, I'm sorry?

14 A. Yes, sorry, BTN, date received, time received.

15 And there are response indicators that we complete when we

16 respond back to a CLC, with either a FOC, which is a Firm

17 Order Confirmation, or a completion information.

18 Q. Now, the date and time received, is that the

19 date and time of the order that the paper printed out at

20 the LISC, or is that the time that the person working the

21 command center enters this information into the LTD?

22 A. The date and the time is on the header on the

23 NDM order. The system will stamp it as to when it was

24 received in the LISC.

25 Q. So does that correspond to the time that the
0068

1 paper appeared at the LISC?

2 A. Yes.

3 Q. So hypothetically, if this order came in, it was
4 printed up at the LISC, 2:00 o'clock in the afternoon, and
5 someone retrieved it and it was entered into the LTD at
6 5:00 o'clock that afternoon, the time that it would go in,
7 the time of the day would be the 2:00 o'clock in the
8 afternoon time?

9 A. Yes.

10 Q. Is there any established interval for the amount
11 of time that Pacific takes to enter into the LTD an order
12 that's received via NDM?

13 A. Not to my knowledge.

14 Q. Do you know what the range of intervals has
15 been?

16 A. No, I don't.

17 Q. Has it been more than -- more than a week?

18 A. I don't know what the range is.

19 Q. You don't know if there have been orders that
20 came in, and they were not entered into LTD for more than
21 a week after they were received?

22 A. I don't have that information.

23 Q. Is there anybody who would have that
24 information?

25 A. I don't know who would have it.
0069

1 Q. To your knowledge, are there any records

2 maintained at the LISC, or elsewhere, that show the
3 interval between the time that the order is printed out at
4 the LISC and the entry is made in the LTD tracking
5 database?

6 A. Not to my knowledge.

7 Q. Do you know if there are any standards that
8 Pacific has established for what that interval should be?

9 A. Not to my knowledge.

10 Q. Do you have an expectation as to how long that
11 interval should be?

12 A.. Do I personally?

13 Q. Yeah.

14 A. No, I don't.

15 Q. Are you indifferent as to whether it's an hour
16 or six weeks?

17 A. Can you clarify indifferent?

18 Q. Well, in your view, should it take an hour or
19 six weeks to have this -- an order entered in the LTD?

20 A. I guess I don't have an opinion.

21 Q. You don't have an expectation as to how long it
22 should take for the order to be entered into the LTD?

23 A. No, I don't have an expectation.

24 Q. And no one within Pacific Bell has expressed to
25 you any view as to the amount of time it should take to
0070

1 have the orders entered into the LTD?

2 A. No.

3 Q. Are you aware of orders that have not been

4 entered into the LTD for periods of a week or more?

5 A. No, I am not aware of that.

6 Q. To your knowledge, all orders that have been
7 received via NDM were entered into the LTD within less
8 than a week?

9 A. I don't have any knowledge of that.

10 Q. You have not heard of any delays resulting from
11 a backlog existing, such that orders were not entered into
12 the LTD within less than a week?

13 A. I have not heard that.

14 Q. So then, after the person at the command center
15 enters in information about the order into the LTD, what
16 happens next with the order? Again, we will work with
17 this hypothetical order.

18 A. Then a package would be built for that
19 particular end user account. And in that package, we
20 would include the order that came in via NDM. And then
21 the order would be sent out to the LISC for processing and
22 logged in LTD, and to who the order was sent to for
23 processing and the date and time that it was sent.

24 Q. Does that complete the -- at least the initial
25 handling by the key person at the command center of the
0071
1 order?

2 A. Yes.

3 Q. When you say there is a package built, is that a
4 physical file or something that's created?

5 A. Yes.

8 into that envelope, and that's how the order stays

9 together.

10 Q. Does the order have any -- the envelope, sorry,
11 have a marking based upon PON number, something like that,
12 that you can view from the exterior?

13 A. Yes.

14 Q. When it's sent out for processing, is there sort
15 of a processing sheet or something that's printed out that
16 identifies who -- what individual that's been directed to,
17 or the date and time that it was that the order was being
18 directed out of the command center?

19 A. Is there a processing sheet?

20 Q. Is there something, something written in the
21 package so that it says -- comes out of the command
22 center, directed to a single individual?

23 A. Yes.

24 Q. So does it say, this is to be directed to, you
25 know, Sally Smith, and at this time and date?

0073

1 A. Yes.

2 Q. Where does that appear?

3 A. On the front of the package.

4 Q. So it's printed -- is that printed right on the
5 envelope then?

6 A. Yes.

7 Q. So that the time and date that's shown for
8 the -- for that sending it out of the command center,
9 could be compared with the time and date received, to

10 determine what the interval was between the time and the
11 receipt of the order and the time that it was sent out for
12 processing, right?

13 A. Yes.

14 Q. Do you know if Pacific has ever examined that
15 interval?

16 A. Yes.

17 Q. And do you know who did that?

18 A. No, I don't.

19 Q. How do you know it was done?

20 A. I vaguely remember hearing conversation about
21 it, but I don't recall with who.

22 Q. Do you remember what the conversation was about?

23 A. It was around LTD, but no, I don't remember.

24 Q. Was there an issue of excessive amount of time,
25 an excessive interval for the LTD process to be performed?
0074

1 A. I really don't recall.

2 Q. So at this point, the information has come in

3 through NDM, a hard copy of the order was provided to

4 someone at the command center who made some key logging
5 entries into the LTD; is that right?

6 A. Yes.

7 Q. And then took the order copy information that

8 came via NDM and inserted it in an envelope that's a

9 package for it to be then forwarded on to someone else at
10 the LISC to process; is that right?

11 A. Yes.

14 A. The command center would make that

15 determination; either title can get the order.

16 Q. So the fact that this is a particular type of

17 hypothetical customer doesn't dictate that it necessarily

18 would go to, say, a service representative to the

19 exclusion of an order writer?

20 A. No.

21 Q. How do you distinguish between an order writer

22 and a service representative? Are there different

23 requirements in terms of skills, training, experience?

24 A. The only real distinction would be that a

25 service representative can accept incoming calls from a
0076

1 customer, and an order writer cannot, so it's a union

2 issue.

3 Q. As far as, you know, the terms of the — the

4 skills that the individual brings to the tasks or the

5 requirements as to the experience either of them has, to

6 your knowledge, it's not different?

7 A. Correct.

8 Q. When an order is sent out specifying the

9 individual who is to receive it, is it possible that

10 individual will already have four or five or more orders

11 that he or she is currently working on?

12 A. Yes, that's a possibility.

13 Q. Is there any system in place to attempt to

14 allocate the work in light of the existing work that's

15 already been allocated?

16 A. Is there a system in place now that will

17 allocate the work?

18 Q. Yes.

19 A. No, there is no system in place.

20 Q. Let me try to figure out -- understand how this

21 works.

22 You have got the tracking -- is it the tracking

23 database itself that identifies the individual whose name

24 will appear on the envelope?

25 A. No.

0077

1 Q. How is that determined?

2 A. By the command center.

3 Q. So an individual makes a selection?

4 A. Yes.

5 Q. And you say you had maybe six or seven people

6 working in the command center?

7 A. Yes.

8 Q. And they will have a list of the individuals who

9 are currently available to handle an order at a given time

10 of a given day?

11 A. Yes.

12 Q. How do they select, of that universe of

13 potential recipients of the order, who is to receive any

14 particular order?

15 A. From the list they have in front of them, that

16 has the names of the people that are there for that day.

17 Q. But is a person in the command center told to

18 run through the list sequentially so your first order is
19 the person that's first on the list, and the second order
20 is the person that's second on the list?

21 A. I don't know how individually they are assigned
22 that.

23 Q. But to your knowledge, there is no effort to
24 identify any particular -- either the service rep or order
25 writer has in terms of existing work to determine who has
0078
1 additional capacity to take the next order?

2 A. That's negotiated between the manager and the
3 service representative or order writer that directly
4 reports to that manager.

5 Q. Where does the manager come into play, where the
6 command center is making the assignment?

7 A. There's communication between the command center
8 and the manager, who has the group of individuals to type
9 the orders, as to how many people are in that group for
10 that day and how much work each individual can take.

11 Q. So then the manager is supposed to communicate
12 with the command center to identify which individuals are
13 available and have capacity to take on additional orders?

14 A. Yes.

15 Q. And then, based on that information, the person
16 at the command center makes the assignment out?

17 A. Yes.

18 Q. Is there any existing system to track the number
19 of outstanding orders?

20 MR. KOLTO-WININGER: Go ahead. I just want to
21 make sure you two speak the same language when you say
22 systems. She may interpret it to mean a system which may
23 not -- as opposed to procedure.

24 MR. McDONALD: Q. Okay. Let's step back.

25 I have heard an acronym, M&P, commonly used,
0079

1 Methods and Procedures?

2 A. Uhm-hum.

3 Q. That's something that means something to you?

4 A. Yes.

5 Q. Is there an M&P for the LISC?

6 A. Yes.

7 Q. And what does that -- what's contained in that?

8 A. Information that's relative to processing
9 service orders for both the service representative and the
10 order writer.

11 Q. And is that a document, the M&P, for the LISC?

12 A. Yes.

13 Q. Is that something that's changed over time?

14 A. Yes.

15 Q. Does the LISC M&P describe the process that we
16 discussed thus far, in terms of the order coming in via
17 NDM and going to the command center for entering to LTD?

18 A. No.

19 Q. What does -- what does it address?

20 A. What is it?

21 Q. The M&P.

24 A. In the LISC.

25 Q. Does that document have a name other than work
0081
1 flow map?

2 A. Not that I recall.

3 Q. Do you currently have a copy of that?

4 A. No, I don't.

5 Q. Do you know who does?

6 A. Yes.

7 Q. Who does?

8 A. Catherine Pincus.

9 Q. Who is she?

10 A. A Pacific Bell employee.

11 Q. What's her title?

12 A. I don't know what her title is.

13 Q. Does she work in the LISC?

14 A. No.

15 Q. Did you give her your copy of this document?

16 A. No.

17 Q. How did she come to receive it?

18 A. I don't know.

19 Q. What were the circumstances under which you saw
20 it?

21 A. From what I recall, I was in a meeting.

22 Q. With whom, regarding what?

23 A. I don't recall with whom, and I don't recall

24 what it was about. I just vaguely remember seeing the

25 mapped out job process of what I described.

0082

1 Q. Is that the only time that you have seen a

2 written documentation of that process?

3 A. Yes.

4 Q. You mentioned it was in a binder. What was the

5 binder? What else was in the binder? Did it have a title

6 to the binder?

7 A. I don't recall.

8 Q. So the only thing you saw in the binder was this

9 Work Flow Map?

10 A. Yes.

11 Q. So you don't know what else was in there?

12 A. No.

13 Q. Do you communicate with Catherine Pincus with

14 any regularity?

15 A. No.

16 MR. McDONALD: Off the record for a second.

17 (Discussion off the record.)

18 MR. McDONALD: Q. So you've described the

19 process now through which an order comes in to the LISC

20 and is forwarded on to an order writer or service rep,

21 right?

22 A. Yes.

23 Q. What happens next when the order writer or

24 service rep receives the order? And again, we are working

25 with this hypothetical customer.

0083

1 A. The order is typed.

2 Q. And typed into what, a database?

6 tell out how these hunt groups are involved in these
7 different addresses, and all of the features and all of
8 that information would be typed into the SORD order.

9 Q. And because there are three different addresses,
10 there would be three different SORD orders created?

11 A. Correct. And three separate NDM orders from a
12 CLC because the CLC cannot combine addresses on an NDM
13 order, nor can they combine it on a fax order.

14 So in this case, provided we received three NDM
15 orders and provided the information was correct on those
16 three orders, if the service representative was able to
17 type into SORD the information that came over, then the
18 service representative would do that, and like I said,
19 ue the FOC. If not, they would enter a rejection into
20 the system and reject the order back to the CLC, and they
21 would then, in turn, update LTD to that effect.

22 Q. Let's go back to the very beginning. So
23 assuming that the CLC has sent three orders via NDM
24 because of the three different locations, when Pacific
25 receives those three orders, what does it do with them?

26 Are they grouped together?
0085

1 A. No.

2 Q. So it's possible that each of the three could be
3 sent to three different individuals at the command center?

4 A. It's possible.

5 Q. And then, when the order is entered in the LTD,
6 is then forwarded on to an order writer or a service rep,

9 working with, this could come in on three different PONs,
10 it could be entered by three different people in the
11 command center, and then be shipped out to be of the
12 orders processed by three different service
13 representatives or order writers?

14 A. Uhm-hum.

15 Q. Now, when the service rep or order writer
16 receives that package, you said that they type the
17 information in SORD, right?

18 A. Uhm-hum.

19 Q. And that address and -- and there is additional
20 information that goes in the SORD, besides the address?

21 A. Yes. The lines would go into SORD, and then the
22 features that relate to each of those lines. In other
23 words, whatever is put on the order as -- whatever is
24 received from the CLC is what we input into SORD.

25 Q. And then you said the service rep would update
0087

1 the LTD, but you mentioned a FOC. What does a service rep
2 do that generates a FOC?

3 A. They type the order into SORD, and then after
4 they've typed it into SORD, at that point, they FOC back
5 to the CLC. And they would FOC the order number off of
6 the SORD order and the due date back to the CLC.

7 Q. How does that appear on the screen? Is there a
8 single screen template for the SORD entry initially or are
9 there multiple screens?

10 A. There can be multiple screens, depending upon

11 the complexity of the order, and that's SORD.

12 Q. Right. Assuming these characteristics of the
13 migrated end user, how many screens would this generate?

14 A. Again, because these are three separate orders,
15 probably one or two screens per order.

16 Q. And then, once those screens are completed,
17 assuming there haven't been orders, does something next
18 appear on the order writer's screen, or do they switch
19 systems? What happens next?

20 A. They switch systems. They go to Cesar, CLEO and
21 they FOC at that point, provided -- or this is the NDM
22 order, so they would go into Cesar, CLEO and then enter
23 the FOC through Cesar, CLEO.

24 Q. Does that happen immediately upon concluding the
25 entries into SORD?
0088

1 A. Yes, it does.

2 Q. So there is not a system of entering a number of
3 orders into SORD and then switching systems, getting into
4 CLEO and then doing the FOC's every hour, or something
5 like that?

6 A. No.

7 Q. What's required to switch systems to go from
8 SORD into CLEO?

9 A. Just a key stroke on the keyboard.

10 Q. What appears when they switch from SORD to CLEO,
11 do they get a new template?

12 A. Well, they are actually now into a different

13 system that they already logged onto earlier in the day,
14 so it's just a matter of quick switching into that system
15 and then putting in a certain command to get to the right
16 screen to be able to FOC.

17 Q. The information that the order writer or service
18 rep keyed in for a SORD database, does any of that
19 transfer into the CLEO system, or are there new key
20 strokes that have to be struck in order to reference the
21 order number and the like?

22 A. I know for sure that the order number from the
23 order from SORD has to be keyed in and the due date needs
24 to be keyed in, as well as the PON. And there's some
25 other information at the top of the FOC that also needs to
0089
1 be keyed in, and I forget exactly what it is, but it

2 pertains specifically to the CLC.

3 Q. Where does the due date come into this?

4 A. The due date comes from SORD.

5 Q. So maybe we can go back into the SORD entry
6 exercise.

7 The service representative enters data into
8 SORD, based on the package that he or she got from the
9 command center. And after entering that information,
10 something occurs that causes the service rep, then, to see
11 a due date appear; is that how it happens?

12 A. No. The service representative inputs the
13 appropriate due date into SORD.

14 Q. And how does the service rep know what the date

15 is?

16 A. That depends on what type of SORD is being
17 placed.

18 Q. What are the range of orders that will dictate
19 the range of due dates?

20 A. A migration order has set due date intervals, as
21 opposed to any other type of an order.

22 Q. What are the set due dates for migration orders?

23 A. Three days.

24 Q. Do you know who set that?

25 A. Specifically, no, I don't.
0090

1 Q. Is that three calendar days, three business
2 days?

3 A. Three business days.

4 Q. That's three days from what?

5 A. From date of receipt.

6 Q. Date of receipt of what?

7 A. Of the order.

8 Q. Well, is that from the date received shown on
9 the LTD? Is that the date of the order?

10 A. Yes.

11 Q. So if on Monday an order comes in -- the order
12 comes in and it's received by Pacific, that means the due
13 date is that Thursday?

14 A. Yes.

15 MR. CHANG: Could I just ask, the date received
16 is the date stamped by the NDM printout, the automatic

17 date-stamp from the NDM printout?

18 THE WITNESS: Yes.

19 MR. CHANG: Okay.

20 THE WITNESS: That's provided the order is
21 received before 3:00 in the afternoon. Because after 3:00
22 in the afternoon, then we consider it received the
23 following day.

24 MR. McDONALD: Q. So if this order were
25 received Monday at 1:00 p.m., the due date for
0091
1 accomplishment of the migration would be Thursday?

2 A. Yes.

3 Q. Have there been instances where the service rep
4 or the order writer did not receive the order until after
5 the three days passed?

6 A. No, not to my knowledge.

7 Q. So it's your testimony that every order that's
8 come in via NDM, that has had a date and time established,
9 has been processed with a migration due date that's three
10 days from the date it was received?

11 A. To the best of my recollection.

12 Q. Is there any other information that is
13 established by the service -- strike that.

14 What else does a service representative enter?
15 You told us about the address lines, features, the due
16 date, what else do they enter into the SORD?

17 A. They would enter the taken date.

18 Q. What is that?

19 A. The date that the order was received, the
20 received date. And as far as order processing is
21 concerned, the taken date, that's the date that the order
22 was taken. So in your scenario, where the order was
23 received on Monday the 24th, then the taken date on that
24 order is Monday the 24th.

25 Q. So that day would be the same as what's on the
0092
1 LTD tracking database for the date received?

2 A. Yes. They type the taken date, the sales code
3 which is unique for each individual, they type the body of
4 the order where they type all of this in, and then special
5 remarks that might be needed, as the order is flowing
6 through the different departments, and the processing
7 groups, and I believe that's it.

8 Q. Okay. So when the service rep is finished with
9 the SORD, then he or she switches over to CLEO, and what
10 information do they put in at that point?

11 A. The Pac Bell service order number.

12 Q. Where do they get that number?

13 A. From SORD.

14 Q. Did that stay on the screen? How do they
15 transfer that number?

16 A. Manually.

17 Q. So does that mean they are required to write it
18 down and then type it in?

19 A. They can actually type it in individually or
20 they can copy the SORD order number and then place it on